

BILLINGHAY MEDICAL PRACTICE

Patient

Participation

Group

“Representing patients and putting them at the heart of all we do”

MINUTES OF THE MEETING HELD ON 6 JUNE 2017 AT BILLINGHAY MEDICAL PRACTICE – WAITING ROOM

Present	Name	Role
	JW	Chairperson
	JP	Secretary
	JG, MC, SC, MM, KLo	PPG Members
	N Turner	Practice Manager
	V Howseman	Reception Manager
	H Bampton	Dispensary

Apologies PM, RL, BB, RK, AK, RR

Agenda Items

Actions

Chairperson's comments

JW welcomed members to the meeting, and new member SC.

Minutes of the last meeting

The following changes were requested to the minutes of the last meeting:

Other Agenda Items

- **Information Pot (ICE)**

Change to: The emergency pot is plastic and therefore not fire-retardant and should be kept in a fridge which is fire-retardant. It can be used by anyone as a safeguard/reassurance measure, but generally the vulnerable or person living alone. It should be kept up to date by the person/carer. **Closed.**

- **Computer Training Update**

The Community Connections Café to be held on the last Wednesday of every month (not Tuesday). **Closed.**

- **Survey**

KLo suggested a survey for the proposed Good Neighbour Scheme (GNS) which would be conducted in the Practice waiting room. **Ongoing.**

KLo

The minutes of the meeting held on 7 March were then approved.

Proposer: MM

Secunder: NT

Matters Arising from Previous Minutes

Carer's Award

VH reported that a Carer's Awareness course had been held at the Practice on 8 March which had been attended by members of the Practice team and some PPG members. JP asked if the background information presented on the course could be made available to attendees and VH said she would contact the company 'Everyone', to ask for this. VH said that Emily Key and Lorraine Dring had recently been nominated to lead the Carer's Award on behalf of the Practice.

VH

Permanent Agenda Items

Have Your Say Comments

The following comments had been received from patients:

- Does the Practice have a licence for public broadcasting of music in the waiting room? (NT: Yes and is displayed on a small red sticker on the front door).
- A water dispenser would be of benefit. (NT: We will look into it).
- Most patients are not using the hand sanitizer before using the check-in screen because the notice is below their line of vision. Could the sign-in screen itself be changed to remind patients? (NT: It would not be possible to alter the screen and it is difficult to place the notice at the best level because of the siting of the screen. We will try to make the sign clearer by highlighting with a glow-pen sticker).
- A homecare manager: I would like to thank the team for the fantastic service I received when one of our clients was in a lot of pain. I phoned the surgery and within 10 minutes Dr Passfield arrived to give a full examination. I was very impressed by the way Dr Passfield visited so soon after me making the call to you. I know GPs are very busy professionals and I thank her for attending so quickly.
- Fantastic service received from Dr Passfield. Every time I have been with my baby she has been amazing and helped me enormously when I have been worried about his condition. The Practice has a bunch of really good doctors and nurses and we are very lucky as a village to have them.

NT

NT

NT/VH

Good Neighbour Scheme (GNS)

KLo said there had been good interest in the information displayed in the waiting room. Roy Pell, Rural Officer, would be contacting NT with regard to putting the survey on the Practice website. **Ongoing.**

NT

Community Plan Update

KLo reported that the Regulation 14 Pre-submission public consultation of the draft neighbourhood Plan was now underway, ending at 5pm on 30th June 2017. Copies of the Plan were available for viewing and commenting on at the Annual Parish Meeting on 22 May, and at the Community Connections Café. She said that copies and comments forms were available at various locations around the village, including the Medical Practice. Over 130 statutory consultees had been contacted by email and invited to make comments.

KLo said the Plan was based on the evidence of 18 months of public consultation and this was a further opportunity for individuals, groups and businesses to have their say on shaping the future of the village.

The next steps are: The comments will be analysed and any changes made to the plan, as required and agreed by the committee; the draft Plan is sent to NKDC; NKDC carry out a 6-week consultation; an independent examiner inspects the document to ensure it meets planning and other requirements; any final changes are made; and finally, a referendum is held. It is thought that the referendum will be held in November/December 2017.

The next BCP meeting is Wednesday 21 June at 7pm at The Ship Inn, Billingham. All are welcome to attend. **Ongoing.**

Community Connections Café

KLo reminded the group that this is open at the Methodist church hall between 10am and 12md on the last Wednesday of each month. As well as coffee and cake, ongoing help is available for people who would like assistance with computer problems such as emailing and social media. The next session will be on Wednesday 28 June, and voluntary health checks will also be available for those who wish to take part. **Ongoing.**

Other Agenda Items

Ear syringing

Deferred until next meeting.

ChCo/VH

Out of Area Catchment Update

VH reported that in line with NHS England guidelines, patients who live outside Billingham Medical Practice catchment area had been requested to register with surgeries closer to home before 13 June, with completion mid-July. This had involved approximately 160 patients. She explained that in addition to the projected growth of the village population, GPs were bound by contract to make home visits when requested, and it was not time-effective for them to visit patients living many miles away. **Closed.**

JW informed the group that unfortunately two members, MM and Vice-chairperson CoC, had been asked to register with surgeries closer to their homes and would no longer be eligible to attend Billingham PPG meetings. She thanked them for their work with the group and said they would be greatly missed. She would send letters of thanks to MM and CoC. **Closed.**

JW/JP

Staff Update

NT updated the group on recent and imminent staff changes at the Practice. He said that both Nurse Practitioners (Sam McBride and Lynne Woods) were relocating different parts of the country and recruitment was currently taking place. Receptionist Val Franklin had retired after 30 years with the Practice and Hannah Wilkins and Alison Laws had been recruited to the team. NT said that Susan Burrows, Dispensary Manager, had retired after 35 years with the Practice and Sarah Russell had been recruited for this post, with Bethany Jones and Annette Turner having recently joined the Dispensary team. He mentioned that Lucy Bond, Practice Nurse, was currently on maternity leave and Janet Russell was taking her place. NT also said that some layout changes were to be made to the reception area. **Closed.**

Billinghay Times PPG article

JW had suggested a short recruitment article to appeal for new PPG members to be included in the next issue of the Billinghay Times. This was approved and the article would be submitted for inclusion in the July/August issue. **Closed.**

JW/JP

Newsletter

PPG Newsletter No. 4 was issued to members at the meeting. HB will provide an article on the Dispensary for the next issue due on 5 September. NT will ask Dr Leeper for a short article for the next issue. **Ongoing.**

HB

NT

Other

MC was concerned that a patient with low immunity who is receiving chemotherapy has to sit in a crowded waiting room when attending appointments. VH suggested that the patient should tell the receptionist when making appointments and arrangements would be made for another room to be used, and she would bring this up at the next Reception meeting. VH also pointed out that appointments start at 08.40 when the waiting room is not crowded and it is also possible to have late afternoon appointments.

VH

Agenda Items for Next Meeting

Ear syringing (carried forward).
Nominations for Vice-chairperson

VH

VH

Date and Venue of Next Meeting

Tuesday 5 September 2017, 18.00-19.30
Billinghay Medical Practice – waiting room.

Reception Manager: Victoria.howseman@southwestlincolnshireccg.nhs.uk
Chairperson: juneta.wilson@btinternet.com
Vice Chairperson: Vacancy
Secretary: jean@patman.plus.com.

Jean Patman
Secretary
Billinghay Medical Practice Patient Participation Group